



USER GUIDE · VERSION 1.0

ADLM Rate Gen

Your rate library, built once and used everywhere — priced build-ups for every trade, custom rates you write yourself or draft with AI, and the same numbers flowing straight into QUIV, HERON and your dashboard.

1 · Browse rates

2 · Adjust the build-up

3 · Build custom rates

4 · Draft with AI

5 · Use everywhere

[START HERE](#)

What's in this guide

Rate Gen is the pricing engine behind every other ADLM product. This guide covers using it on its own — browsing and adjusting rates, writing your own, drafting them with AI — and then how those rates reach QUIV, HERON and the website.

1	What Rate Gen is	3
	Where it sits among the other ADLM tools	
2	Installing and signing in	4
	Through the Installer Hub, one licence per computer	
3	A tour of the workspace	5
	Sidebar, work sections, the rate list	
4	How a rate is put together	6
	Net cost, overhead, profit, total	
5	Opening and adjusting a build-up	7
	Rate composition, editing quantities, resetting	
6	The nine work sections	8
	What each one covers	
7	The Library	9
	Material and labour prices, profit margin	
8	Building your own rates	10
	Custom rates, saved rates, editing and deleting	
9	Build with AI	11
	Drafting a rate from a plain-language description	
10	Prices, zones and currency	13
	Where the numbers come from and how they refresh	
11	Working with the other ADLM software	14
	QUIV, HERON, the website, the Installer Hub	
12	Exporting to Excel	16
	Getting rates out of Rate Gen	
13	Sync, devices and working offline	17
	What syncs, when, and on how many PCs	
14	Troubleshooting	18
	Common messages and what to do	
15	Quick reference & help	19
	The whole thing on one page	

ABOUT THE FIGURES

Screens are drawn to match Rate Gen — same sections, same column headers, same button wording. Your rates, prices and totals will differ, because those come from your own library and your pricing zone.

CHAPTER 1

What Rate Gen is

Rate Gen answers one question, properly: *what does one unit of this work actually cost?* Not a remembered figure — a build-up of the materials and labour behind it, priced from a library you control.

A rate, not a guess

Every rate in Rate Gen is a composition: the materials that go into a unit of work, the labour to place it, and the overhead and profit you add on top. Change the price of cement once, and every rate that uses cement moves with it. That is the whole idea — you maintain prices, not hundreds of hand-typed rates.

Where it sits

Rate Gen is the pricing engine for the rest of the ADLM range. You measure quantities in QUIV (Revit) or HERON (PlanSwift); Rate Gen supplies the money.



...and the same rates appear on your dashboard at adlmstudio.net.

What you can do with it

Use the supplied library

Hundreds of build-ups across nine trades, priced for your zone and kept current from the server.

Adjust to your job

Change quantities inside a build-up — the mix, the gang, the wastage — and the rate recalculates.

Write your own

Build a custom rate from scratch, or let AI draft one from a description and edit it from there.

Who it is for

Quantity surveyors and estimators who price work for a living, and contractors who want to know their cost before they quote a price. If you have ever kept rates in a spreadsheet and lost track of which version was current, this replaces that spreadsheet.

THE ONE HABIT WORTH FORMING

Keep your **material and labour prices** up to date rather than editing individual rates. Prices are the input; rates are the output. Maintain the input and every rate stays honest.

CHAPTER 2

Installing and signing in

Rate Gen installs through the ADLM Installer Hub, like every other ADLM product, and signs in with your ADLM website account.

Installing

1 Open the ADLM Installer Hub and sign in

If you have not installed the Hub yet, see the *ADLM Installer Hub User Guide*.

2 Installation Center → ADLM RateGen → Install

The Hub downloads, verifies and installs it, then creates a desktop shortcut.

3 Launch Rate Gen

A splash screen appears, then the sign-in window.

Signing in

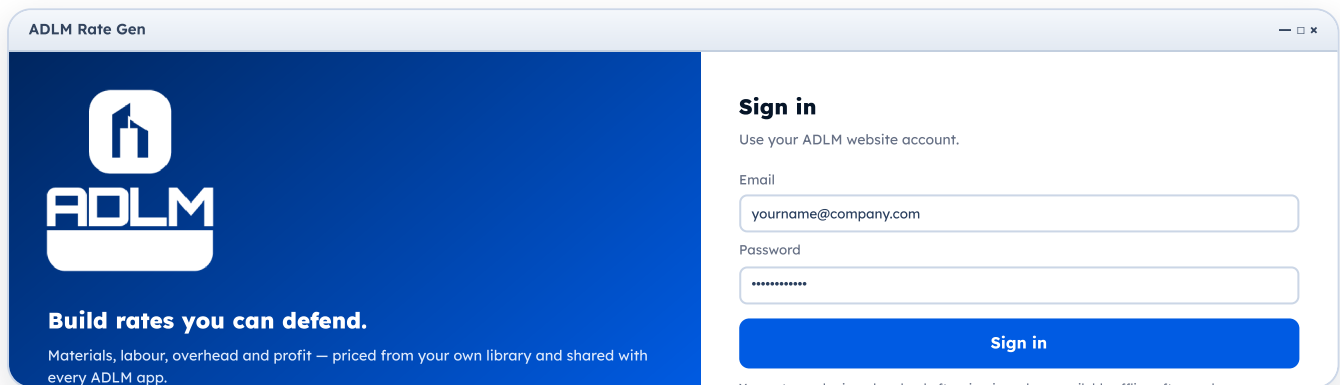


Figure 2.1. The Rate Gen sign-in window.

One computer per licence

Your Rate Gen subscription binds to the computer you first sign in on. Rate Gen identifies that computer from hardware that does not change between sessions — the processor, BIOS and motherboard — the same method the Installer Hub, QUIV and Heron use.

In practice that means docking stations, USB network adapters, VPNs and switching between Wi-Fi and cable no longer affect sign-in. If you need to move to a different computer, ask ADLM support to release the old one.

LOCKED OUT WITH "ALREADY BOUND TO ANOTHER DEVICE"?

Update to the current version and sign in once — the licence is recognised and moved across automatically. If it persists, contact support with your account email.

CHAPTER 3

A tour of the workspace

A sidebar of work sections on the left, the rates for the chosen section in the middle. That is most of the app.

The screenshot displays the ADLM Rate Gen application interface. On the left is a dark sidebar with the ADLM logo and a list of work sections under 'ITEMS OF WORKS'. The 'Concrete' section is highlighted. Below this are sections for 'RATES' and 'UTILITIES'. The main area is titled 'Concreteworks Computation' and shows a table of rates. A 'Filter' button and a 'Sort by' dropdown are at the top of the table. A 'Custom Rate +' button is in the top right. A welcome message is in the top right corner. Numbered callouts 1 through 6 point to specific UI elements: 1 points to the 'Concrete' section in the sidebar, 2 points to the 'Saved Rates and Library' section, 3 points to the 'Export, Help and Log out' section, 4 points to the welcome message, 5 points to the 'Custom Rate +' button, and 6 points to a row in the rate list.

S/N	Description	Unit	Net Cost	Overhead	Profit	Total Cost
1	Plain concrete (1:3:6) in foundation blinding	m³	68,420	6,842	7,526	82,788
2	Reinforced concrete (1:2:4) in bases	m³	96,150	9,615	10,577	116,342
3	Reinforced concrete (1:2:4) in ground beams	m³	101,300	10,130	11,143	122,573
4	Reinforced concrete in suspended slab, 175mm	m³	104,880	10,488	11,537	126,905
5	Reinforced concrete in columns	m³	112,640	11,264	12,390	136,294
6	Formwork to sides of foundations	m²	14,250	1,425	1,568	17,243
7	High yield reinforcement bars, 12mm	†	1,180,000	118,000	129,800	1,427,800

1 **Item of works** — the nine trade sections.

3 **Export, Help and Log out.**

5 **Add Custom Rate** — your own build-ups.

2 **Saved Rates and Library.**

4 Who is signed in.

6 The rate list: click any row to open its build-up.

Figure 3.1. Rate Gen showing the Concrete section.

CHAPTER 4

How a rate is put together

Four columns carry the whole story, and understanding them is most of understanding Rate Gen.

COLUMN	WHAT IT MEANS
Description	The work item, written the way it would read in a bill.
Unit	The unit the rate is per — m ³ , m ² , m, tonne, number.
Net Cost	What one unit costs you: materials + labour from the build-up. No mark-up.
Overhead	Your contribution to running the business, as a percentage of net cost.
Profit	Your margin, applied on top.
Total Cost	Net cost + overhead + profit — the rate you would put in a bill.

Where net cost comes from

Net cost is not typed in. It is calculated from the rate's composition — a list of components, each with a quantity, a unit and a unit price:

Materials

Cement, sand, granite, blocks, reinforcement — each at the price held in your **Material Library**, multiplied by how much of it one unit of work consumes.

Labour

The gangs and trades that place it, at the rates held in your **Labour Library**, multiplied by the output assumed for one unit.

So a rate for one cubic metre of 1:2:4 concrete is the cement, sand and granite in a cubic metre, plus the mixing and placing labour, each at your prices. Change a price in the library and every rate containing it moves.

Overhead and profit

Both are percentages, and both are yours to set. Rate Gen ships with sensible defaults, and you can change them for a single rate as you build it, or set the house position in **Profit Margin** under Library (Chapter 7).

NET COST IS YOUR COST; TOTAL COST IS YOUR PRICE

Keep the distinction. When QUIV or HERON produces a budget, it is asking Rate Gen what the work costs. When it produces a bill, it is asking what you charge. Both come from the same build-up.

SANITY-CHECK A RATE THE QUICK WAY

Open any rate and read its composition against what you know a unit of that work consumes. If the cement in a cubic metre of 1:2:4 looks wrong, the rate will be wrong — and so will every bill that uses it.

CHAPTER 5

Opening and adjusting a build-up

Click any rate in the list and its composition opens. This is where you tune a supplied rate to the job in front of you.

Rate Composition
 Reinforced concrete (1:2:4) in ground beams · per m³

[Reset This Rate](#)
[Cancel](#)
[Save](#)

Component	Quantity	Unit	Unit Price	Total Cost
Cement, 50kg	6.50	bag	9,800	63,700
Sharp sand	0.45	m ³	24,000	10,800
Granite, 20mm	0.90	m ³	38,000	34,200
Water	0.18	m ³	3,500	630
Concrete gang — mixing & placing	0.42	day	38,000	15,960
Vibrator hire	0.15	day	12,000	1,800

N 127,090
 Net Cost

10%
 Overhead

10%
 Profit

N 153,779
 Total Cost

Figure 5.1. A rate composition. Quantities are editable; unit prices come from your libraries.

What you can change here

- **Quantity** — how much of each component one unit consumes. This is the estimating judgement: a richer mix, a slower gang, an allowance for waste.
- **Overhead and profit** — for this rate.

Unit prices are not edited here. They live in the Material and Labour libraries so that one change flows everywhere (Chapter 7).

Saving, cancelling, resetting

BUTTON	WHAT IT DOES
Save	Keeps your edited quantities. They are yours — stored against your account and synced to your other machines and to QUIV and HERON.
Cancel	Closes without keeping the changes.
Reset This Rate	Throws away your edits and restores the rate as ADLM supplies it. Useful when you have experimented and want the standard back.

YOUR EDITS DO NOT OVERWRITE THE LIBRARY

A rate you adjust is stored as *your* version of it. Other users on other accounts still see the standard build-up, and **Reset This Rate** always gets you back to it.

CHAPTER 6

The nine work sections

The sidebar splits the library the way a bill splits work. Pick the section, then the rate.

SECTION	WHAT IT COVERS
Ground	Site clearance, excavation, earthwork support, filling, hardcore and disposal — everything before concrete goes in.
Concrete	Plain and reinforced concrete by mix and location, formwork, and reinforcement.
Block Works	Blockwork and walling by thickness and type, with mortar and any reinforcement.
Roofs	Roof structure and coverings — members, sheeting, tiles, and the labour to fix them.
Finishes	Plaster, screed, tiling and floor finishes by area.
Painting	Preparation, primer and finish coats, internal and external.
Steel	Structural steel by section, fabrication and erection.
Window and Door	Windows, doors, frames and ironmongery, by type and size.
Carbon & Others	Carbon-related items and anything that does not belong to a trade above.

Finding a rate

Each section has **Filter** and **Sort by** above the list. Sort by description to scan alphabetically, or by total cost to see where the money is. Filter narrows a long section down to the family of items you are pricing.

If a rate you need is not there

Build it yourself with **Add Custom Rate** (Chapter 8), or draft it with AI (Chapter 9) and edit from there.

If a rate is close but not exact

Open it, adjust the quantities in the composition, and save. Your version is kept without disturbing the standard one.

SECTIONS MIRROR THE REST OF ADLM

The same trade split appears in QUIV's take-off modules and in HERON's template tree. That is deliberate: a measured item in QUIV lands on the matching Rate Gen section when it is priced.

CHAPTER 7

The Library

The prices behind every rate. Maintain these and the whole library stays current; edit rates one by one and you will be doing it forever.

Library — Material Price

Name of Material	Category	Unit	Price
Cement, 50kg	Binders	bag	9,800
Sharp sand	Aggregates	m ³	24,000
Granite, 20mm	Aggregates	m ³	38,000
Blocks, 450 × 225 × 225 hollow	Blockwork	nr	1,450
High yield reinforcement, 12mm	Reinforcement	t	1,180,000

Material Library

Labour Library

Labour Price

Profit Margin

Figure 7.1. Material prices. Change one here and every rate containing that material recalculates.

What is in the Library

AREA	WHAT YOU MAINTAIN THERE
Material Library	The list of materials themselves — name, category and unit.
Material Price	What each material costs you. The number that drives everything downstream.
Labour Library	The trades and gangs you employ, and the unit they are paid in.
Labour Price	What each trade or gang costs per day, hour or unit of output.
Profit Margin	Your default overhead and profit percentages, applied to new rates.

Keeping prices current

Prices move. Cement in particular moves often enough that a rate library more than a month old should be treated with suspicion. Two things keep you honest:

- **Update the price, not the rate.** One edit in Material Price ripples through every affected rate immediately.
- **Refresh from the server.** ADLM publishes updated prices for your zone; refreshing pulls them without losing your own edits.

PRICES ARE PER ZONE

Material prices differ across the country. Rate Gen prices for your configured zone — the app confirms with *"Prices updated for ..."* when they refresh. If your figures look consistently high or low against local experience, check that the zone on your account is right.

CHAPTER 8

Building your own rates

When the library does not have what you need, build it. A custom rate behaves exactly like a supplied one — it prices, it exports, and it reaches QUIV and HERON.

Creating one

1 Click Add Custom Rate +

From any work section, or open **Saved Rates** and start a new one there.

2 Name and describe it

Name of Rate is what you will search for; **Description** is what reads in the bill.

3 Set overhead and profit

They default to your house percentages; change them for this rate if it warrants it.

4 Add materials

Add Material for each component — name, unit, quantity and rate.

5 Add labour

Add Labour the same way, for the trades that place it.

6 Save

The rate joins **Saved Custom Rates** and is available everywhere your account is signed in.

Build New Custom Rate

Enter rate name, overhead, profit, and items

NAME OF RATE

Precast concrete coping, 225 x 75mm

DESCRIPTION

Precast coping bedded and pointed in cement mortar

OVERHEAD

10%

PROFIT

12%

MATERIALS

Name of Material	Qty	Unit	Rate	Amount
Precast coping unit	1.05	m	6,200	6,510
Cement mortar	0.01	m ³	62,000	620

Add Material

LABOUR

Name of Labour	Qty	Unit	Rate	Amount
Mason + helper	0.08	day	32,000	2,560

Add Labour

Figure 8.1. The custom rate form — materials and labour built up line by line.

Saved Custom Rates

Saved Rates lists everything you have built, with **Title**, **Description**, **Overhead (%)**, **Profit (%)**, **Grand Total** and **Created Date**. From there you can search them, open one to edit, or select and delete.

CHAPTER 9

Build with AI

Describe a work item in plain language and Rate Gen drafts the whole build-up — materials, labour, overhead and profit — for you to review and edit. It is a first draft, not an answer.

Build New Custom Rate

+

Build with AI — describe the work item

225mm hollow sandcrete blockwork in cement-sand mortar (1:6)

+

Build with AI

AI draft ready (confidence 82%). Review every line before saving.

MATERIALS

Name of Material	Qty	Unit	Rate
Blocks, 450 × 225 × 225 AI	10.00	nr	1,450
Cement, 50kg	0.32	bag	9,800
Sharp sand	0.03	m³	24,000

LABOUR

Name of Labour	Qty	Unit	Rate
Mason gang AI	0.11	day	42,000
Labourer	0.14	day	18,000

10%

Overhead

10%

Profit

Figure 9.1. An AI-drafted rate awaiting review. Lines the AI proposed carry an **AI** tag; lines priced from your library do not.

How to use it

- 1 Open the custom rate form**
Add **Custom Rate** + from any section.
- 2 Describe the work item**
Write it as you would in a bill. Include the specification that changes the price: thickness, mix, grade, finish.
- 3 Click  Build with AI**
Rate Gen reports progress while it works.
- 4 Review every line**
The form fills with a name, description, materials, labour, overhead and profit. Nothing is saved yet.
- 5 Correct, then save**
Adjust quantities and rates to your own experience, then save it like any custom rate.

WHAT THE AI TAG MEANS

A line tagged **AI** was proposed by the model. An untagged line was priced from the RateGen library on the server — a real price from your own library rather than an estimate. Tagged lines deserve the closest look.

Getting good drafts

The quality of the draft follows the quality of the description. Write the specification, not the trade.

DESCRIPTION	WHAT YOU GET
<i>"225mm hollow sandcrete blockwork in cement-sand mortar (1:6)"</i>	A usable draft — thickness, block type and mortar mix all affect the build-up and all are stated.
<i>"15mm cement-sand render (1:4) to internal walls, steel float finish"</i>	A usable draft — thickness, mix, location and finish are given.
<i>"blockwork"</i>	A generic draft you will have to rewrite. Nothing tells it which wall.
Under eight characters	Nothing — you are asked to describe the work item first.

What it fills in

A successful draft populates the rate name, description, material and labour lines, and the overhead and profit percentages, and reports a **confidence** figure. Treat confidence as a hint about how standard the item is, not a guarantee.

What it cannot know

- **Your productivity.** Gang outputs vary by site, access and supervision.
- **Your commercial position.** Overhead and profit are business decisions.
- **Local supply.** If a material is scarce or delivered a long way, only you know.

NEVER SAVE AN AI DRAFT UNREVIEWED

A drafted rate that reaches a bill unchecked is your figure, not the model's. Read every quantity, confirm every unit, and correct the ones you know are wrong. That is the whole workflow: the AI does the typing, you do the estimating.

When AI is unavailable

WHAT YOU SEE	WHAT IT MEANS
The Build with AI control is missing	AI is not enabled for this installation. It appears only when the AI service is configured.
"AI is not configured"	The AI service address is not set, or you are not signed in.
"cached result, service unreachable"	The service could not be reached, so a previous result for a similar request was used. Treat it with extra suspicion and re-run when you are back online.
"Something went wrong contacting ADLM AI"	A one-off failure. The rest of Rate Gen is unaffected — build the rate by hand, or try again.

AI IS AN ADD-ON

Build with AI runs on your account's AI entitlement. To have it enabled, ask ADLM support. Everything else in Rate Gen works without it.

CHAPTER 10

Prices, zones and currency

Three things decide the numbers you see: the prices in your library, the zone they are priced for, and the currency they are shown in.

Where prices come from

ADLM's published library

Maintained centrally and refreshed from the server, so a new install is useful on day one.

Your own prices

Anything you edit in Material Price or Labour Price. Yours win.

Your build-up edits

Quantities you changed inside a composition, stored against your account.

Zones

Material prices vary across the country, so the library is priced by zone — the six geopolitical zones, with Lagos as the default where nothing else is set. When prices refresh, Rate Gen confirms with a message naming the zone it priced for.

The zone comes from your account configuration rather than a picker in the app. If your rates look consistently out of step with what you pay locally, that is the first thing to check with support.

Currency

Rate Gen can display in Naira, US dollars, Ghanaian cedi, South African rand, Qatari riyal or euro. The underlying library is maintained in Naira; other currencies are a conversion for presentation and reporting.

CHECK THE CONVERSION BEFORE YOU QUOTE IN ANOTHER CURRENCY

Exchange rates move faster than a rate library. If you are pricing a job in dollars, confirm the rate used is the one you intend to be held to.

Refreshing

Rate Gen syncs in the background when you are signed in and online: the published rate library, the compute catalogue behind it, and your own rates and edits. You do not have to do anything to stay current, but signing in after a spell offline is the reliable way to pull everything down at once.

BEFORE PRICING ANYTHING IMPORTANT

Sign in, let the sync finish, and glance at Material Price for the three or four materials that dominate your job. Two minutes there is worth more than any amount of care further downstream.

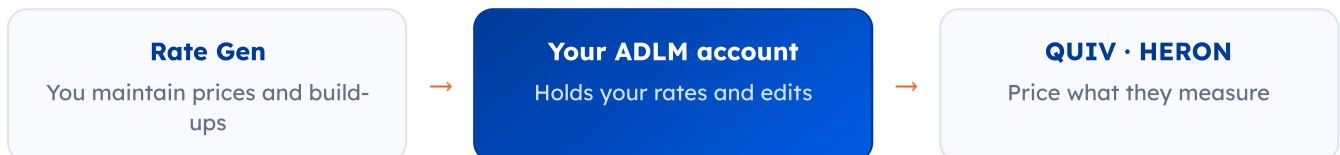
CHAPTER 11

Working with the other ADLM software

Rate Gen is not an island. Its rates are the prices QUIV and HERON apply to what they measure, and they reach both without export, import or copying.

The shape of it

You keep one library. Every product that needs a price asks your account for it. Edit a rate on your laptop and the change is there when you open QUIV on the site machine.



With QUIV, in Revit

QUIV measures the model and produces a bill of quantities with a rate column. To fill it:

- **Load RateGen Prices** on QUIV's Bill of Quantities applies your rates to matching items.
- **View Rates** opens the build-up behind an applied rate — the same composition you edit in Rate Gen.
- QUIV's **Budget** prices materials and labour separately, from the same build-ups, which is what lets it show cost against charge.
- An item QUIV cannot match stays unpriced, and you price it by hand or add the missing rate to Rate Gen.

With HERON, in PlanSwift

HERON measures drawings rather than a model, but the pricing half is the same: measured items are priced from your Rate Gen library, and the material and labour breakdown behind each rate feeds HERON's budget.

On the website

Your dashboard at adlmstudio.net carries a **Rate Library** view — the same rates, readable in a browser, with section, description, unit, net cost and total, plus a **RateGen Updates** view showing what has changed. Useful when you want to check a rate without opening the app, or on a machine where Rate Gen is not installed.

ONE RATE, ONE PLACE

If a rate is wrong in QUIV, do not fix it in QUIV. Fix it in Rate Gen and reload — otherwise the correction lives in one job and the error stays in your library.

Who uses what

PRODUCT	WHAT IT TAKES FROM RATE GEN	WHERE YOU SEE IT
QUIV (Revit)	Rates for measured items, and the material/labour split behind them.	BoQ → Load RateGen Prices, View Rates, Budget
HERON (PlanSwift)	The same rates and build-ups, applied to drawing take-off.	Take-off review and budget screens
ADLM website	A read-only view of your library and its updates.	Rate Library and RateGen Updates
Installer Hub	Nothing — but it installs and updates Rate Gen itself.	Installation Center

A worked round trip

- 1 Price your materials in Rate Gen**
Update cement, sand, granite and blocks to today's prices.
- 2 Adjust the build-ups that matter**
Tune gang outputs on the two or three items that dominate the job.
- 3 Measure in QUIV or HERON**
Take off the model or the drawings as usual, and save.
- 4 Load RateGen Prices**
Every matched item prices itself from the library you just curated.
- 5 Check the outliers**
Sort the bill by amount and look at the top few lines. That is where a wrong rate does real damage.
- 6 Fix upstream**
Anything wrong gets corrected in Rate Gen, then reloaded — never patched in the bill alone.

WHY THIS BEATS A RATE SPREADSHEET

One library, one version, and every job priced from it. No emailing workbooks, no wondering whether the estimator used last quarter's cement price.

TO CM APP

The sidebar carries a **To CM App** button for a future contract-management link. It reports *"Coming soon"* today — nothing is exported by it yet.

CHAPTER 12

Exporting to Excel

When a rate has to leave the ADLM world — into a tender document, a client's template, or an auditor's inbox — **Export** writes it to a branded workbook.

How to export

1 Click Export in the sidebar

Under the utility buttons, below the work sections.

2 Choose where to save

A normal Windows save dialog.

3 Open the workbook

Each part of your library lands on its own worksheet, with ADLM branding on the sheet.

What comes out

The export covers the rates and the libraries behind them — work-section rates with their net cost, overhead, profit and total, and your saved custom rates with their material and labour build-ups written out line by line rather than collapsed to a single figure.

Good for

Sharing a priced library with someone outside ADLM, archiving what you priced a job on, or pasting rates into a client's own bill format.

Not a backup

Your rates already live on your ADLM account and sync between machines. The export is a snapshot for other people, not your safety net.

AN EXPORTED RATE STOPS UPDATING

The workbook is a copy. It will not follow later price changes, and nothing you edit in Excel comes back into Rate Gen. Re-export rather than maintaining the spreadsheet.

EXPORTING BEFORE A BIG PRICE CHANGE

About to push new prices through the library? Export first. You will have a record of what the old rates were, which is useful when someone asks why a figure moved between two tenders.

CHAPTER 13

Sync, devices and working offline

Your rates follow your account, not your computer.

What syncs

WHAT	WHERE IT GOES
Your custom rates	Stored against your ADLM account and available to QUIV and HERON.
Your build-up edits	The quantities you changed inside supplied rates, kept per user.
Your material and labour prices	Your own price list, layered over the published library.
ADLM's published library	Pulled down to you — rates and the compute catalogue behind them.

Working offline

Rate Gen keeps a local copy, so you can price on a site with no signal. Sign in while you have a connection, let the sync finish, and the library is available afterwards. Changes you make offline go up the next time you are online and signed in.

Build with AI is the exception — it needs a connection. Without one you may get a cached result for a similar request, or none at all.

More than one computer

Your subscription binds to one computer at a time, identified by stable hardware. Signing in on a second machine is what triggers a device-mismatch message, and releasing the first one is an ADLM support request.

What does travel freely is your data: once support moves your licence, the new machine downloads the same rates, prices and edits. Nothing has to be exported or carried across.

SELF-SERVICE DEVICE RELEASE IS NOT AVAILABLE YET

Releasing a device is currently done by ADLM support rather than from inside the app. Have your account email ready and it takes minutes.

BEFORE TRAVELLING TO A SITE

Open Rate Gen while you still have a connection and let it sync. Everything you priced in the office will be there when you arrive.

CHAPTER 14

Troubleshooting

SYMPTOM	WHAT TO DO
"This subscription is already bound to another device"	Update to the current version and sign in once — an existing licence is migrated automatically. If it persists, ask support to release the old device.
Sign-in fails with the right password	Check the account is the one holding the Rate Gen subscription, and that it has not expired — Subscriptions on adlmstudio.net will tell you.
Rates look out of date	Sign in while online and let the sync finish. Then check Material Price for the materials that dominate your job.
Prices look wrong for my area	The library is priced per zone. Confirm with support which zone your account is set to.
I edited a rate and want the original back	Open it and click Reset This Rate . That restores ADLM's supplied build-up and discards your edits for that rate.
A rate is missing from a section	Build it with Add Custom Rate , or draft it with AI and edit. Custom rates behave exactly like supplied ones downstream.
QUIV or HERON is not seeing my rates	Both read them from your account, so make sure you saved in Rate Gen, and that all three are signed in as the same account. Then use Load RateGen Prices again.
The Build with AI control is not there	AI is an add-on and only appears when it is enabled and configured. Everything else works without it.
AI says "cached result, service unreachable"	You are offline or the service is down. The draft came from a previous similar request — re-run it when you have a connection.
An AI draft is obviously wrong	Expected occasionally. Correct the lines, or clear the form and build it by hand. Nothing is saved until you save it.
Export produced nothing useful	Check you exported after your rates finished loading. If a section was still syncing, export again once it has settled.
Nothing loads after sign-in	The first sync on a new machine takes a moment. If it stays empty, check the connection, then sign out and back in.

THE CHECK THAT RESOLVES MOST PRICE DISPUTES

Open the rate's composition and read it aloud against the specification. Nearly every "the rate is wrong" turns out to be a quantity in the build-up or a stale material price — both of which you can fix in under a minute.

CHAPTER 15

Quick reference

Pricing a job

- Sign in, let the sync finish
- **Library** → **Material Price** — update key materials
- Open the rates that matter, tune quantities, **Save**
- Measure in QUIV or HERON
- **Load RateGen Prices** there
- Sort by amount and check the top lines

The four numbers

- **Net Cost** — materials + labour, your cost
- **Overhead** — % of net cost
- **Profit** — your margin
- **Total Cost** — the billed rate
- Change prices, not rates

Build with AI

- **Add Custom Rate** + → describe the item
- State thickness, mix, grade, finish
- ♦ **Build with AI** → review every line
- Lines tagged **AI** need the closest look
- Correct, then save — nothing saves itself

When something looks wrong

- Open the composition and read it
- Check the material price behind it
- **Reset This Rate** to get the standard back
- Confirm your pricing zone with support
- Fix in Rate Gen, then reload downstream

Getting help

Chat on WhatsApp

Fastest for a licence or device problem. In the Installer Hub sidebar, or from your account on the website.

Raise a ticket

Best for anything about the rates themselves — a build-up you believe is wrong, or a zone price that does not match your market.

WHAT TO SEND WITH A RATE QUERY

The section, the rate description, the figure Rate Gen gives and the figure you expected — and, if you can, the composition. That is usually enough to settle it in one reply.

One library, every job

Maintain your prices once, and every rate, every bill and every budget across ADLM stays honest — in Rate Gen, in QUIV, in HERON and on your dashboard.

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